ABSTRACT


National Library of Indonesia improved the library service by implementing RFID to support library service especially at Open Access System Group. The Object of this study is about governance of RFID technology in the National Library of Indonesia. While the goals are measuring the maturity level of the application of RFID, identify constraints that affect the success rate of application of RFID technology and make recommendations to improve maturity level of IT governance in further implementation of RFID technology. Data retrieved through interviews and questionnaire to the respondents who directly involved in the planning and implementation of RFID systems and then analyzed using six attributes of maturity of the COBIT 4.1 framework. As result of measuring process during the study, the maturity level of IT governance in implementation of RFID technology at National Library of Indonesia is level 2 (repeatable and intuitive). The targeted recommendation proposed to improve maturity level of further implementation including improvement for some aspect in IT processes and organization with its relations, as well as change management aspect.

Keyword: RFID, maturity level, COBIT 4.1 Framework, library service